

## CHAPTER 2

# ADMINISTRATION AND CUSTOMER SERVICE

The Aviation Storekeeper (AK) is a general rating. General ratings involve broad occupational fields of related duties and functions. As an AK, you will provide supply support to aviation maintenance personnel. To provide support, you must know the functions and responsibilities of your activity and the procedures that apply to each task. This chapter provides the direction and information you will need to do the administrative tasks and provide customer service. Upon completion of this chapter, you will be able to describe the following AK requirements:

- Duties and responsibilities of the AKs
- Purpose of publications and catalogs used by AKs
- General security rules that apply to supply department spaces
- Practices and procedures needed to provide quality customer relations

### PERSONNEL

Personnel assignments within each activity depend on the manning requirements authorized by The Bureau of Naval Personnel (BUPERS). The number of personnel in each activity is determined by the workload and complexity of its mission. As an AK, you will be assigned to an activity to fill a billet. Some AK billets require specialized qualifications, but for the most part, you must have a general knowledge of the rating.

### GENERAL DUTIES AND RESPONSIBILITIES

General AK duties and responsibilities are as follows:

- Submitting requisitions
- Conducting technical research
- Receiving, identifying, stowing, and expending material
- Performing financial accounting in support of aviation maintenance

- Performing administrative and clerical duties
- Picking up and delivering material
- Preparing supply documents
- Packing of material for shipment
- Operating pre-expended bins

These duties are further explained in later chapters of this manual.

### TOUR OF DUTY

The following paragraphs contain information on typical duties to which you maybe assigned.

#### Supply Department Ashore

When assigned to the supply department of a naval air station, you could be in the administrative division, material division, control division, or aviation support division. Some of the functions you will be expected to perform in various divisions areas follows:

Administrative Division. You will prepare various forms of correspondence with a typewriter or computer.

Material Division. You could be assigned to any branch within the material division.

In the traffic branch, you will be involved in the following duties:

- Material receipt
- Inspection and verification
- Segregating and forwarding material to destinations
- Receipt document processing
- Discrepancy reporting
- Material handling equipment operation (when working in the receiving section)

When assigned to the delivery section of the traffic branch, you will be responsible for the local delivery of material. In the shipping section, you will be involved in making arrangements for shipment and delivery of

material to carriers, including preparation of shipment documents and labels.

When assigned to storage branch, you will be involved in the receipt, stowage, and issuance of material by using available labor saving devices and material handling equipments.

Control Division. When assigned to this division, you will be involved in the following tasks:

- Processing procurement
- Receipt
- Issue documents
- Maintaining stock records
- Customer service

Aviation Support Division ASD When assigned to ASD you will be involved in the following tasks:

- Processing requisitions
- Receipt
- Stowage and issuance of material
- Stock inventory
- Material delivery
- Other functions outlined in the NAMP, OPNAVINST. 4790.2 (series)

### **Supply Department Afloat**

During sea duty, you could be assigned to an aircraft carrier or amphibious assault ship. You maybe assigned to the aviation stores division, storage branch, receiving branch, stock control section, or shipping section.

When assigned to the aviation stores division, you will be expected to use the applicable allowance lists, initial outfitting lists, and other supply publications to perform technical research. You will also follow the operating procedures from supply instructions and manuals. For more information, refer to OPNAVINST. 4790.2 (series).

When assigned to the storage branch, you will be expected to receive, stow, conduct inventories, and issue stock material.

When assigned to the receiving branch, you will receive, check, and inspect or coordinate inspection of incoming material. You will also segregate stock and direct turn-over (DTO) material, notify the applicable

division to pickup material, and send copy of proof of delivery to stock control.

When assigned to the stock control section, you will be involved in posting expenditures and receipts, stock replenishment, inventories, file maintenance, and stock reconciliation.

When assigned to the shipping section, you will be expected to pack, mark, and label material for shipment; arrange shipments with the carrier; prepare transportation and shipment documents; and institute tracers on shipments. Refer to *Naval Supply Systems Command Manual*, volume 5, *Transportation of Property*, NAVSUP Publication 1, for transportation of property information and *Military Standard Transportation and Movement Procedure (MILSTAMP)*, DOD 4500.32-R, volume 1.

### **Squadron or AIMD**

When attached to a squadron or AIMD, you will be assigned to material control. You will be expected to perform the following functions:

- Submit requisitions
- Receive and forward material
- Maintain logs, records, and tiles
- Perform aircraft inventories
- Prepare associated documents
- Maintain inventory of IMRL
- Expedite high priority requisitions

### **Miscellaneous Billets**

In staff and other support billets, you will perform supply support and administrative functions and serve as liaison to other commands.

## **PUBLICATIONS, FEDERAL LOGISTICS DATA, AND FORMS**

Publications are your most important source of information in performing AK duties. They are prepared in paper, microfiche, or compact disc formats. You must be familiar with these publications, including the labor-saving devices associated with them. Normally, the technical library for the aviation section of the supply department is established within the aviation support division or aviation stores division. The AK assigned management responsibility for the technical

research unit must determine the technical manuals and publications required to support the organization and maintain receipt and distribution control. Once control is established, the majority of the manuals, publications, and changes are placed on automatic distribution to the activity. The requisitioning procedures are described in Section I of the *Navy Stock List of Publications and Forms*, Cognizance Symbol 1. Normally, new publications are issued directly to affected activities without request. Some publications are distributed automatically, because they are required in the performance of various supply corps functions. Copies of the publications are consolidated and mailed to the address listed in the Standard Navy Distribution List (SNDL).

## GENERAL-USE SUPPLY PUBLICATIONS

The supply officer is responsible for ensuring that a list of all official publications held in the supply department is maintained. The list includes the title of each publication, the number of copies, and the location of each copy. The publications will be reviewed at least annually. When changes in current requirements occur, the issuing bureau, command, or office will be notified so that adjustments can be made in the applicable distribution list.

A change to a manual or publication consists of a set of replacement change pages for the area of the manual affected by the change action. This action is required for paper manuals or publications only. When a change is required to a CD-ROM format, the CD is usually reissued in its entirety.

Unlike a change, a revision constitutes a complete reissue or a replacement of a manual with all change information incorporated. Issuance of a revision normally takes place when 60 percent or more of the document is affected by a single change or accumulated changes, or in the event manual use would be impaired because of change complexity.

You will be using many general-use manuals, publications, and directives. You will need them to determine standard supply operating procedures and to obtain management data relative to material identification, requisitioning, and processing of repairable components. We cover these manuals and publications in the following paragraphs.

The *Naval Supply Systems Command Manual* is comprised of the following volumes:

Volume 2, *Supply Ashore*, contains basic supply principles and procedures for NAVSUPSYSCOM managed shore activities.

Volume 5, *Transportation of Property*, contains policy and procedural instructions for all ashore activities shipping and receiving Navy property via commercial and military transportation media.

The *Naval Logistics Library* (NLL), NAVSUP P-600, issued on CD-ROM, is specifically designed by FMSO to make logistics information more accessible to a broad range of personal computer users. The two types of data found in the NLL are full text data (documents such as publications, manuals, and instructions) and structured data (fixed format records). The NLL is published biannually in September and March. All changes and rewrites will be included in each release to ensure availability of the most current information. The data included in the NLL are NAVSUP publications, NAVSUP P-4400, *Afloat Shopping Guide*, NAVSUP P-2002, *Navy Forms and Publications*, and NAVSUP instructions.

The *Navy Comptroller (NAVCOMPT) Manual* provides policy, regulation, and procedures within the area of primary support responsibility and technical guidance of the comptroller of the Navy. Although the NAVCOMPT manual has 10 volumes, only volumes 2 and 3 are of primary concern to you. The *Accounting Classification*, volume 2, is a reference book that contains the classification necessary to report the receipt and expenditure of public funds in each of the three phases of the Navy accounting system. It also includes appropriation, cost, and property accounting. The *Unit Identification Codes*, volume 2, chapter 5, lists the UICs for all the activities, ships, aviation units, and other organizational components of the Navy. The *Appropriation, Cost, and Accounting*, volume 3, prescribes accounting procedures in connection with appropriation, cost, and property accounting for field activities. This volume establishes methods used by supply and fiscal officers ashore to report the receipt and expenditure of public funds and property.

The publications that contain information for operating target (OPTAR) maintenance are in two volumes. The first volume is the NAVSO P-3013-1, *Financial Management of Resources Fund Administration*. The second volume is NAVSO P-3013-2, *Financial Management of Resources Operating Procedures*. These publications also contain definitions of terms used in the resources management system pertaining to ships, activities, and squadrons.

*The Military Standard Requisitioning and Issue Procedures (MILSTRIP)*, and *Military Standard Transaction Reporting and Accounting Procedures (MILSTRAP)*, NAVSUP P-437, establishes policy and procedures relative to requisitioning, issue, transaction reporting, and accounting. This publication takes precedence over conflicting provisions contained in other supply system manuals or directives. It serves as ready reference for personnel involved in preparation/processing of MILSTRIP documents. The MILSTRIP/MILSTRAP Desk Guide, NAVSUP P-409, is another handy reference. This desk-top booklet contains those common definitions, coding structures, and abbreviated code definitions used on a day-to-day basis. The blank space is provided for entering commonly used routing identifier, fund, project, and locally assigned codes.

*The Supply Afloat Packaging Procedures*, NAVSUP P-484, provides a guide to assist naval supply activities, both ashore and afloat, that have limited packaging facilities in protecting material during transfer and shipment of retrograde repairable items.

*The Afloat Supply Procedures*, NAVSUP P-485, establishes policies for the operation and management of afloat supply departments and activities operating under afloat procedures. It is designed to assist supply personnel in the proper performance of their assigned duties and to aid them in understanding and performing their individual tasks associated with afloat supply operations. Although this publication is designed primarily for nonautomated ships (ships that use manual supply procedures), much of the information and policy it contains is applicable to all afloat supply departments, including those that are automated. The procedures contained in this publication are minimum procedures that are essential to acceptable supply management and are mandatory unless specifically stated as being optional. It encompasses the procedures outlined in NAVSUP P-437 as they apply to afloat situations.

*The Automated SNAP I Supply Procedures (ASSP)*, NAVSUP P-567, Volumes 1 and 2, provides detailed procedures for the operation of shipboard Uniform Automated Data Processing System—Real Time (SUADPS-RT) for logistics, inventory, and financial management.

Publications dealing primarily with the operation and maintenance of aircraft and related equipment within the Department of the Navy are issued by or under the direction of NAVAIR. The allowance requirements registers (ARRs), allowance list (ALs), and tables of basic allowances (TBAs) are approved by

NAVAIR and published by ASO. The common ARRs, ALs, and TBAs used by the AKs areas follows:

<u>Section</u>	<u>NAVAIR Pub</u>	<u>Contents</u>
A (ARR)	00-35QA-1	General aeronautical and NSA material common to various types of aircraft
B (ARR)	00-35QB series	Repair parts (airframes, engines, accessories, and electronics) peculiar to specific types of aircraft
BR (ARR)	00-35QBR	Repair parts (airframes, engines, accessories, and electronics) peculiar to specific target aircraft or drone helicopters
D (ARR)	00-35QD	Repair parts and special tools for maintenance support of catapults on CVs
G (AL)	00-35QG-016 series	General support equipments and hand tools required for O and I levels of aircraft maintenance
H (AL)	00-35QH series	Flight operational material, such as flight clothing, parachutes, oxygen masks, inflatable life raft and life jackets, compasses, and soon
N (ARR)	00-35QN series	Repair parts peculiar to specific models of turbojet and turboshaft aircraft engines
R (ARR)	00-35QR-4	General electronic materials required for maintenance of various avionics equipments and systems
	00-35QR-6	Aeronautical electronic accessories common to designated aircraft classes
	00-35QR series	Repair parts, spare components, assemblies, and subassemblies peculiar to specific aeronautical electronic equipments

<u>Section</u>	<u>NAVAIR Pub</u>	<u>Contents</u>
X (ARR)	0035QX series	Repair parts, spare components, assemblies, and subassemblies peculiar to specific aircraft armament, tire control, instrument, or electrical systems

The material listed in the ARR is normally retained in supply department stock until required for use. Various ARRs are used as guides in establishing an Aviation Consolidated Allowance List (AVCAL) for ships, air stations, and MAGs. The AVCAL is a list of all items authorized to be carried in stock by these activities for support of aircraft and weapons systems.

### **Aviation Supply Office Publications**

The CD-ROM Users Manual that lists ASO publications is published to provide guidelines for use of various publications relative to the items within the Navy aviation supply system and to indicate interrelationship of these publications. The following publications are included in the CD-ROM:

P2300: Lists repairable assemblies under the cognizance of ASO or NAVAIR

P2310: Serves as a master reference list for identifying and requisitioning all parts of replacement significance required to support the repairable assemblies listed in P-2300.

P2330: Lists the family group code cross-reference to present an aggregate of the interchangeability data shown in P2300 and P2310.

C0018: Repairable assembly model code table of Navy aviation materials. This publication lists information of the model codes shown in P2300 and its applicable NSN or coded NICN.

C0030: Packaging data for ASO NAVAIR and aircraft launch and recovery equipment (ALRE) repairable assemblies. The purpose of this publication is to aid personnel in the proper and economical techniques to prevent damage to RFI and retrograde material.

The P2300, P2310, P2330, C0018, and C0030 published in compact disk read-only memory (CD-ROM) format, is updated quarterly. The CRIPL-01, NAC-10, ICRL-A, and ICRL-C are distributed in microfiche form.

CRIPL-01: Designed to improve management of repairable by identifying remain-in-place (RIP) components for which removal is not advisable or feasible prior to receipt of a replacement. This publication is revised quarterly.

NAC-10: Navy item control (NAC) number cross-reference. The purpose of this publication is to facilitate usage of aeronautical material, with no assigned NSN that is on hand at reporting activities of the Naval Supply Distribution System. This publication is revised semiannually. Procedures for NAC system requisitioning and number assignment are described in FASOINST4410.15.

ICRL-A: The activity individual component repair list was developed to provide intermediate maintenance activities the ability to relate maintenance capability to repairable components turned in for screening or repair. This list contains all repairable processed by specific IMAs and the repair capability for each item. This publication is revised quarterly.

ICRL-C: The combined individual component repair list contains repair capability of all IMAs. This list is provided to aircraft controlling custodians (ACC) as a management tool to monitor and review the standard ICRL program at the IMAs under their command, in terms of capability improvement and increased IMA utilization. It is also used to review, analyze, and validate IMA requests for capability improvement and SM&R code changes. This publication is revised quarterly. The related ACCs are as follows:

- COMNAVAIRSYSCOM (Commander Naval Air Systems Command)
- COMNAVAIRPAC (Commander Naval Air Force, U.S. Pacific Fleet)
- COMNAVAIRLANT (Commander Naval Air Force, U.S. Atlantic Fleet)
- CNATRA (Chief, Naval Air Training Command)
- CNAVRES (Chief, Naval Reserves)

### **Technical Manuals**

Technical manuals contain a listing of parts and drawings of the parts for identification purposes. The parts list normally contains the Commercial and Government Entity (CAGE) code, manufacturer's part number, and NSN (if one is assigned).

## Illustrated Parts Breakdown

An illustrated parts breakdown (IPB), also known as illustrated maintenance parts list or illustrated parts catalog, is prepared by the manufacturer for each model aircraft, engine accessory, electronics equipment, or support equipment. It is printed and issued by the authority of NAVAIR. The IPB is designed to allow supply and maintenance personnel to identify and requisition replacement parts for aircraft and equipment. All procurable assemblies with detailed parts are illustrated and listed in such a manner as to make possible quick identification of assemblies and their component parts. The items are arranged continuously in assembly breakdown order, with the illustrations placed as near as possible to their appropriate listing.

## FEDERAL LOGISTICS DATA

The Management List-Navy (ML-N) and related publications were replaced by the Federal Logistics (FED LOG) Data on compact disk read-only memory (CD-ROM). The FED LOG is designed to provide easy access to the information contained in the CD-ROM disks. This system allows the user to use different search methods to get needed information. The FED LOG contains information provided in the ML-N, Management List-Consolidated (ML-C), List Of Items Requiring Special Handling (LIRSH), Master Repairable Item List (MRIL), Master Repairable Item List (MRIL), and Navy Item Control Number (NICN). The FED LOG system can be used for the following purposes:

- Cross-reference (part) numbers and NSN
- Identify the source of supply
- Obtain management data required for procurement, requisition, stowage, and issue of material
- Determine proper freight standards for an item
- Obtain logistics information

The FED LOG CD-ROMs are replaced by new ones as the data gets updated via automatic distribution. Refer to *FED LOG User's Manual* for detailed information and operation instructions for the system.

## FORMS

The AK uses several types of forms in performing supply and related functions. These forms are listed in NAVSUP Publication 2002 with a 1I cognizance symbol. The forms used by the AKs are identified by

titles, such as NAVSUP Standard, and Department of Defense (DOD), followed by numbers.

## COMMUNICATION

Most of your work as an AK involves communicating with others. Communication plays an important role in accomplishing daily tasks and in providing support to customers. Whatever means of communications are used, you must protect classified information. The level of classifications based on how much damage would be caused if other countries could obtain it. The *Information and Personnel Security Program Regulation Manual* (OPNAVINST 5510.1), known as the *Security Manual*, is the source of the Navy's security program. This section describes the different ways of communication and the means of maintaining security of information.

### ORAL COMMUNICATION

Information may be passed verbally by personal conversation, telephone, voice radio, or satellite transmission. You can provide assistance to customers on a one-on-one basis or during a group meeting. Telephones are commonly used to disseminate priority items. They are used to transmit priority designator 01-03 requisitions when transceiver or message facilities are unavailable or courier delivery is impractical.

### WRITTEN COMMUNICATION

One of the important tasks you will be accomplishing is the preparation of correspondence. The term *official correspondence* includes all written material—publications, messages, memoranda, and so on—that are sent to or from the command. Correspondence can be transmitted by mail, facsimile, or electronic mail. Facsimile is transmission of fixed image as an electric signal over a communication channel by telephone lines. A scanner converts the original image into electrical impulses, and a facsimile of the original image, similar to an office copier reproduction, is made at the receiving unit. The term *electronic mail*, as discussed in this section, refers to the office automation system. With modem technology, you can electronically transmit correspondence by using home or small business computers. The correspondence is generated on one terminal, stored in a central file, and retrieved by another compatible terminal with access to that central file. This section provides the basic information necessary to prepare various types of correspondence. Refer to the *Navy Correspondence*



## Multiple-Address Letter

The multiple-address letter is the same as the standard letter with one exception. It is addressed to two or more action addressees. There are three ways to list the addressees in this format. Use the **To** block by itself, the **Distribution** block by itself, or use both blocks. An occasion for using both blocks in the same letter occurs when there is a group title but the distribution is unknown. For example, you may write the group title (Area Supply Officers) in the **To** block and identify each member in the **Distribution** block.

## Endorsement

An endorsement is a brief form of correspondence used by **via** addressees to approve, disapprove, or comment on the contents of a letter or earlier endorsements. An endorsement can be done on the letter page or a new page. Refer to the SECNAVINST 5216.5 for examples.

## Memorandum

A memorandum provides an informal means of correspondence within an activity or between activities on routine business. There are four types of memorandum formats. The *printed memorandum* form is the most informal, and is used among individual and offices of the same activity. The *plain paper* memorandum is used within the activity and is no more formal than the printed memorandum, but it provides more flexibility when there are multiple addressees. The *letterhead* memorandum provides more formality. When direct liaison is authorized and the matter is routine, a memorandum (on letterhead paper) may be sent outside the activity. The *memorandum for* is the most formal memorandum. It may be used in writing to senior officials, such as the Secretary of Defense and the Secretary of the Navy. Because the memorandum for lacks a from block the signer's title is typed below the name.

## Business Letter

A business letter is used to correspond with agencies or individuals outside DON who are unfamiliar with a standard letter. Also, it may be used for official correspondence between individuals within DON when the occasion calls for a personal approach.

## Naval Message

A message is an official communication in brief form transmitted by rapid means, such as radio, telegraph, or satellite. A message is used where speed is of primary importance. Naval messages are prepared in accordance with communications instructions and related publications issued by CNO Subject, paragraph, downgrading, and declassification markings used in classified messages are described in OPNAVINST 5510.1. Procedures for drafting and handling messages are furnished by the local communication activity. The *USN Plain Language Address Directory (PLAD)* lists the abbreviated addresses of activities within the U.S. Navy. The PLAD is a part of the *Message Address Directory (MAD)*, which is an official Joint Chiefs of Staff publication. It is updated four times a year, in January, April, July, and October. The abbreviated addresses listed in the PLAD must be used when drafting messages. The text of the message contains the thought or idea the sender desires to relate. This must be clear, accurate, and concise. Brevity must not be achieved with the loss of accuracy; brevity should be achieved through the proper choice of words and good writing techniques.

The text also includes the standard subject classification code (SSIC). This is a six-digit code starting with the letter "N," followed by five numbers. The "N" indicates that the numeric group was taken from the Navy list. The five number group is taken from SECNAVINST 5210.11. The SSIC appears after the classification and special handling instructions; for example, UNCLAS EFTO//N04400//. Naval messages are identified by originator and date-time group (DTG). For example, "USS NEVERSAIL" (typed in the From line of the message) is the originator. The DTG "102233Z" (10th day at 2233 hours in Zulu time), "OCT 93" (the month and year) will be typed as "102233Z OCT 93." The "Z" represents Greenwich meantime and is standard throughout DOD. The DTG is assigned by the communication office at the time the message is released. Messages are filed by month in DTG sequence.

## Directives

A directive prescribes or establishes policy, organization, conduct, methods, or procedures. It requires action or sets forth information essential to the effective administration or operation of activities concerned. It may also contain authority or information that must be issued formally. The types of directives



used in the Directive Issuance System are instructions, notices, and change transmittals.

Instructions are directives that contain information of a continuing nature or require continuing action. An instruction has a continuing reference value, and is effective until the originator cancels or supersedes it.

Notices are directives of a onetime nature or that contain information or require action applicable for a brief period only. A notice has the same force and effect as an instruction, but it does not have permanent value. Therefore, it contains provisions for its own cancellation. When the exact length of time a notice is to remain in effect cannot be determined at the time of issuance, the specific date for record purposes is set far enough in the future to allow all necessary use of the notice.

A change transmittal is the medium used to transmit changes to an instruction or, under extenuating circumstances, a notice. Each transmittal describes the nature of the change and gives directions for making them. Directives are identified by designation information. Using "SECNAVINST 5215.1" as an example, "SECNAV" is the issuing authority, "INST" is the type of directive, "5215" is the subject identification number, "1" is the consecutive numbering for instructions by the directive control point. The consecutive numbers assigned to instructions, which are later canceled, are not reused. The period (.) is used to separate the subject identification and consecutive numbering. When a change is made, the change transmittal number and its date are shown on the page(s) that contain(s) the change; for example, SECNAVINST 5215.1, Change Transmittal 1, 26 Jan 1993." A revised instruction will retain all the designation information with the addition of a suffix capital letter (the first revision "A," the second "B," etc.) immediately following the consecutive number. Each change transmittal is identified in the designation line of the transmittal by the same number as the directive it changes (in the case of notices, the date), plus an assigned change transmittal number added to the identification; for example, "SECNAVINST 5215.2, Change Transmittal 1."

You will use different instructions and notices when performing your daily tasks. They are issued by various commands, bureaus, ships, stations, and operating forces. Many of the directives used in aircraft maintenance are issued by Headquarters, Naval Air Systems Command. They are known as NAVAIR instructions or notices. The directives issued by Chief of Naval Operations are known as OPNAV instructions

or notices. Refer to *Department of the Navy Directives Issuance System*, SECNAVINST 5215.1, for more information.

The NAMP, OPNAVINST 4790.2 (series), is sponsored and directed by the Chief of Naval Operations (CNO). It addresses CNO concepts, objectives, policies, programs, organizations, and responsibilities as they apply to aviation maintenance for each level of command. This instruction outlines the duties and responsibilities of a supervisor working in the material control division of a squadron or AIMD, or in the aviation support division of the supply department.

The *Uniform Material Movement and Issue Priority System* (UMMIPS), OPNAVINST 4614.1F, contains the following information:

- Force activity designator (F/AD)
- Issue policy designator
- Requisition processing
- Delivery dating
- Mission essential material
- Abuses and policing of the priority system
- Expedited handling of critically needed items

*The Shore and Fleet Small Purchase and Other Simplified Purchase Procedures*, NAVSUPINST 4200.85 (series), provides instruction and guidance concerning purchase or procurement of material from commercial suppliers. This instruction was written to implement and supplement the Federal Acquisition Regulation (FAR) and the Department of Defense Federal Acquisition Regulation Supplement (DFARS).

The *Fleet Use of MILSTRIP*, NAVSUPINST 4235.3, is designed to be used for indoctrination and training of fleet personnel. It contains illustrations and explanations that make it a valuable training aid as well as a handy reference.

You will often be required to prepare or process requisitions for component parts required for incorporation of technical directives (TDs). A TD may direct that component parts or material be added, removed, changed, altered, relocated, or repositioned. NAVAIR has management responsibility for the Configuration Management Program. NAVAIRINST 5218.8 contains specific information concerning the TD program. Additional information concerning TD compliance at the O, I, and D levels of maintenance, documentation procedures, and reporting requirements

can be found in OPNAVINST 4790.2 (series). There are *two* types of TDs, formal and informal, which are distinguished by their method of dissemination. They are normally distributed as technical notes/orders, bulletins, or changes. The three action categories of TDs are as follows:

- **Immediate.** This category is assigned to TDs when an uncorrected safety condition exists that could result in a fatal or serious injury to personnel, destruction to valuable property, or serious damage. Compliance must be accomplished before returning aircraft or equipment to service. Kits/parts required in this category should be requisitioned by using supply issue group I.

- **Urgent.** This category is assigned to TDs when a potentially hazardous condition exists that, if uncorrected, could result in injury to personnel, damage to valuable property, or unacceptable reduction in operational efficiency. Although this category does not remove aircraft/equipment from service, it does have a specific date or time frame assigned by which the TD must be accomplished. Kits/parts in this category should be ordered by using supply issue group I or H, depending on the date assigned for completion.

- **Routine.** This category is assigned to TDs when there are reliability, capability, or maintainability deficiencies that, if uncorrected, could become a hazard through prolonged use or have an adverse effect on the life or use of the affected equipment. This category does not have specific compliance dates assigned. Kits/parts in this category should be requisitioned by using supply issue group III.

## **SECURITY OF OFFICIAL CORRESPONDENCE**

The security identification of Confidential or Secret instructions and notices is indicated by prefixing the subject numbers by "C" for Confidential and by "S" for Secret. A single set of consecutive numbers is used for each originating office for each subject number regardless of the security classification of individual instructions. Example: If the first instruction issued on "material expenditure" is Unclassified, the second instruction Confidential, and the third instruction Secret, they would be numbered 4480.1, C-4480.2, and S-4480.3, respectively. The classification designations of information that require protection against unauthorized disclosure in the interest of national security are as follows:

Top Secret: Unauthorized disclosure of Top Secret information could reasonably be expected to cause exceptionally grave damage to the national security.

Secret: Unauthorized disclosure of Secret information could cause serious damage to national security.

Confidential: Unauthorized disclosure of Confidential information could reasonably be expected to cause damage to the national security.

Documents marked FOR OFFICIAL USE ONLY (FOUO) contain information that should be disclosed only to persons who need to know to perform their official duties. For you, it means that you will disclose information only when and as directed by your superiors in the chain of command. Disclosure of information, which may be limited to official use, even though such material is not appropriately marked, is covered by *Navy Regulations*, Article 1252.

Security clearances for access to classified information are obtained after investigative requirements on the individual is completed. This also applies to the AKs handling classified material. Regulations and guidance for classifying and safeguarding classified information and for personnel security for DON activities and personnel are provided in OPNAVINST 5510.1.

Classified record material may be destroyed only when destruction is the disposition authorized by SECNAVINST 5212.5. all other classified material should be destroyed as soon as it is no longer required. Early disposal of unnecessary classified material can assist in reducing security costs, preparing for emergency situations, and better protecting necessary classified material. Classified material must be destroyed only by authorized means and by personnel cleared to the level of the material being destroyed. The method used to destroy classified material must prevent later recognition or reconstruction. The common methods of destruction are as follows:

- **Burning:** This is the traditional method of destruction. The destruction is complete and disposition of remaining ash is relatively simple.

- **Shredding:** This method can be done in two ways. In strip shredding, the machine must cut the material to be destroyed into strips no greater than 1/32 inch in width. In cross-cut shredding, the machine must reduce the material to shreds no greater than 3/64 inch wide by 1/2 inch long.

## FILING SYSTEM

One of the most important aspect of an organization is a well organized and properly maintained filing system. This can only be achieved with competent AKs who understand and are familiar with the Navy files in general. Constant personnel and manning changes emphasize the need for a standardized classification system. The process for segregating and filing Navy and Marine Corps records and the single standard system of numbers, letters, or symbols used throughout the DON for categorizing and subject classifying are outlined in SECNAVINST 5210.11. The Navy's Standard Subject Identification Code (SSIC) is a four- or five-digit number that stands for the subject of the document. The Navy's SSIC system is broken down into 13 subject groups. These major subject groups are then broken down into primary, secondary, and tertiary subdivisions. For example, here are the subdivisions under general administration and management, whose major subject group is 5000. General categories use zeros.

5000 — General Administration and Management.

This is an example of primary subject.

5200 — Management Programs and Techniques.

The last two digits designate secondary subjects.

5210 — Records Management.

The last digit reflects a tertiary subject.

5211 — Filing, Maintenance, Protection, Retrieval, and Privacy Act Systems.

The SSIC groups common to the AK work operations are as follows:

4000 Series Logistics

7000 Series Financial Management

10000 Series General Material

13000 Series Aeronautical Material

## SECURITY OF SUPPLY DEPARTMENT SPACES

Security procedures for supply department spaces afloat and ashore are the same. The supervisors are responsible for identifying the requirements for the functions of their organizational elements and for seeing that personnel under their supervision are familiar with the security requirements for their particular assignments. On-the-job training is an essential part of

command security education. all hands are responsible for ensuring that security is maintained at all times. This section explains the general security rules and requirements that apply to the supply department spaces.

## GENERAL SUPPLY SECURITY RULES

The general supply security rules are as follows:

- Materials in store will always be kept under lock and key except when the bulk of such material makes stowage under lock and key impractical.

- Supply spaces will be kept locked when not attended by authorized personnel.

- Responsibility for the security of spaces will rest with the individual in charge of each space.

- Permission for entry of persons ordinarily not authorized to have access to supply spaces will be obtained from the supply officer or delegated assistant.

- No supply space will be secured in such a manner that access by use of ordinary damage control equipment is impeded in an emergency.

- Keys to supply space padlocks will not be taken from the ship/building when the custodian goes ashore or secures from work. The keys must be returned to the key locker.

- A key log will be maintained to identify the holders of keys removed from the key locker.

- Combinations to locks will not be recorded in writing unless otherwise prescribed by higher authority.

- all key padlocks will be 1 1/2-inch pin tumble type, with dead bolt either brass or bronze. The locks will be keyed individually and furnished with two master keys for each group and two grand master keys for each set.

- All keyless padlocks will be the three-combination, manipulation-resistance Type 8077A.

- Combinations on keyless padlocks will be changed at least every 6 months.

## PADLOCKS AND MASTER KEYS

Supply department spaces are assigned to space groupings. You will be involved with Group I spaces, which consist of general stores, including storerooms, special lockers, and related spaces, except when other

security requirements are set by competent authority. Navy stock account and special accounting class 207 material stowage are included in this group. The security administration for this group are as follows:

- Each lock will be opened by an original and duplicate key that is different from the keys to other spaces.
- The original key will be drawn from the key locker at the beginning of the day, and will remain in the possession of the person in charge of the space during working hours.
- The key will be returned in the key locker in the supply office at the end of the working day.
- Duplicate keys will be kept in the duplicate key locker in the supply office or in the supply officer's safe.
- A master key, which will open all locks in group I, will be in the custody of the supply officer. A duplicate master key may be placed in the custody of an officer or petty officer designated in writing by the supply officer.

A grand master key will be kept in the custody of the supply officer. The supply officer may authorize the duplicate master key to be passed among duty supply officers provided that strict accountability is maintained.

## OFFICE SPACES

The supply department office spaces are to be kept locked when not open for business. Distribution of keys to supply department offices will be at the discretion of the supply officer.

## KEY LOCKERS

The original keys to the key locker will be kept in the possession of the supply officer. Duplicate keys will be passed among duty supply officers or duty supply petty officers as authorized by the supply officer. Keys maintained in the key lockers must have an identification marking to be used for inventory of keys. A complete key inventory is usually accomplished during turnover of shifts or before securing from work. The results of the inventory are logged in the pass down log or the duty section logbook, with the date and time the inventory was accomplished and the name of the person who conducted the inventory. Any discrepancy to the key inventory must be reported to the duty supply officer and petty officer, and must be corrected right away.

## CUSTOMER SERVICE

You are in one of many ratings *in the Navy* that is primarily involved with providing services directly to personnel. This section identifies the skills and attitudes you will need to provide good customer service. Refer to *Navy Customer Service Manual* for more information.

### CUSTOMER SERVICE AS IT APPLIES TO THE AK COMMUNITY

As an AK working in a support activity, you will deal with a lot of customers everyday. You must follow the proper procedures to maintain control and accountability in providing the needed requirements of these customers. But, there may be times when the customers feel that the service or treatment provided was unsatisfactory. Did you correct the deficiency or continue working? How would you feel if you were the customer and received the same service from the supporting activity? You will probably understand the situation better than the customer because you are familiar with the supply procedures. A customer can still be given good service even though it is impossible to provide the desired results. People may ask for things or services to which they are not entitled or you are not authorized to approve or grant. In such cases, service refers to the quality of service rather than whether or not you complied with all of the customer's wishes. Providing quality service, either directly or indirectly to personnel and to the Navy, is the responsibility of everyone in the Navy.

### Customer

The term *customer* is a familiar word. Everyone becomes a customer at some time. You provide services to customers, but become a customer when you require the services of the personnel office, disbursing office, career counselor's office, and so forth. In this section, we refer to customers as anyone for whom a service is provided.

### Contact Point

The "contact point" is, very simply, the physical location to which a customer goes to obtain a service. Some examples of contact points areas follows:

- Requisition control unit
- Technical research unit
- Document control unit

- Awaiting parts unit
- Rotatable pool unit
- Pre-expended bin
- Maintenance support package

These are some of the contact points that are manned by AKs who provide direct services to customers. Aviation maintenance personnel go to these contact points to obtain services, advice, and answers to questions. These points are important because the services they provide are important. However, the quality of these services is determined by the individual AKs providing them— **YOU ARE ONE OF THOSE AKs**

### Appearance

The first thing the customer notices and uses in forming an impression is the appearance of the AK and the area of the contact point. An AK with a neat and correct appearance brings respect from the customers. No one is expected to look neat and fresh at the end of a hard day, but everyone should start that way in the beginning of the shift.

Appearance does not necessarily affect performance, but it does indicate your attitude and pride to the customer. The appearance of the contact point also reveals the attitude of the AK toward the job he/she is assigned to do. A neat, business like, efficient working space implies that the AKs working there are efficient and business like.

### Cooperation

The mission of the division can only be accomplished when all individual tasks are completed. We can relate a division composed of smaller units to a manufactory composed of several assembly lines putting together small parts to build a product. Whenever there is a vacant spot in the assembly line, production process is slowed down and the product cannot be completed. This applies to you because supply is a large organization and requires everyone's cooperation to accomplish its mission. Cooperation smooths a lot of rough spots. Being cooperative doesn't mean taking over other people's jobs. It means working with other members of the team for the purpose of improving individual performance and overall efficiency.

Cooperation is necessary when "breaking in" a new member of the organization. You can show the new

member the mechanics of the job and let him/her do the job while you watch. But, a much better performance from the new member can be achieved if you explain the job thoroughly and provide references for any questions. Maintaining orderliness at the point of contact requires cooperation from everyone. Your cooperation is required to respond to the customer's needs.

### Assisting the AK's Customer

Helping a customer is a very easy task. Normally, it only takes a minute of your time. Helping does not necessarily mean doing everything to satisfy the customers needs. You may not be authorized to perform some functions that are usually performed by others. You can provide assistance to the customer in the following ways:

- Identify the kind of help needed.
- Perform the required service.
- Refer the customer to the applicable point of contact if the required service is performed by others. You can also make a phone call to the applicable point of contact so that the customer will be expected.

**SERVICE.**— Service is the work performed by the AK that contributes to the welfare of others. As a member of a support activity, you are the most important link between supply and aviation maintenance. The service you provide has a direct affect on the aircraft readiness and effectiveness of aviation maintenance.

When the service provided to the customer is bad, its can have a lasting negative effect on the individual customer. It can cause the customer to feel resentment and frustration toward the organization and the person who provided the service.

On the other hand, good service builds good attitudes, promotes morale, and gains the trust of the customers. It is common for a customer to contact the same AK that provided good service in the past. That AK is viewed as being capable, interested, knowledgeable, and most of all trustworthy.

**COURTESY.**— Regulations do not require courtesy beyond formal military courtesy. Common courtesy goes beyond what we are required to do. It is a voluntary expression of respect or consideration to another's rights or feelings. It is being polite and helpful when talking to someone on the telephone; opening the door for someone heavily laden with packages; and

Table 2-1.-Self-Evaluation Checklist

Are you here:	Or do you need—	
	Some Improvement	Much Improvement
Presents good personal appearance		Careless about appearance
Excellent knowledge of rating		Poor knowledge of rating
Good work organization		Poor work organization
Office/personnel records in top condition		Office/personnel records sloppy
Knows the sources of correct information		Always has to ask someone else
Good command of English (written and oral)		Poor choice and use of words
Accepts responsibility		Avoids responsibility
Considerate of co-workers		After me, they come first
Pleasant, outgoing, friendly		Surly, argumentive, sarcastic
Treats each customer as an individual		They're just service numbers
Gives customer only correct information		Takes good care of friends
Considerate of customer's time		Gives them an answer and gets rid of them
Considerate of customer's time		Only considerate of own time
Genuine interest in customer's problems		Resents problems; they cause work
Goes the extra step to ensure customer satisfaction		I do my work

treating the customer as a person, and their problems as important.

**EVALUATION.**— Appropriate responses at the contact point require both ability and willingness on the part of the AK making the response. It is true that routine tasks do not present the same motivating challenge offered by the spectacular ones, but the overall results maybe just as important. Perhaps what is needed is a companion for the “can do” ability—a “will do” determination. The checklist shown in table 2-1 provides a means of evaluating the AKs performance. It is not intended to be used as a test with a numerical score and a PASS/FAIL grade, but as an inventory to determine what abilities and traits the AK now possesses, and to point out the areas that need improvement.

### Manning the Contact Point

You must understand that the customers who come to the contact point do not see and are not particularly

interested in the total workload. The customers see only the response to a need. From your viewpoint, the basis for evaluation is broader because you are aware of the total workload and responsibilities. Upon the initial approach of a customer, you must present a good impression. It is in this stage where quick opinions about a person based on speech, mannerisms, dress, and rating are formed.

### Attitude

The impressions formed by the customer are the result of other evidence. The customer forms a mental picture of you from the message that was unconsciously communicated. The customer will try to visualize what kind of person you are and how you view the job, the rating, the Navy, and the customer and his/her problems. The messages received by the customer consist of positive or negative attitudes. And soon, the customer knows how you feel. Attitudes will do just that-and quickly. Customers can sense your attitude from your speech and manner.

The attitude we show toward the customer is closely related to the attitude toward our job. These attitudes are usually reflected in the work habits we developed without really being aware of them. Even though we may not be aware of these habits, the CUSTOMER IS AWARE OF THEM.

It is not enough just to exhibit a positive attitude towards our job and customers. We must also consider the customer's needs. You should refrain from using the following types of comments:

- Everybody knows that.
- You came all the way up here for that?
- You didn't know?
- You were supposed to be here yesterday.
- We'll get to it.

These types of comments indicate to the customer that his/her request is not important, and that you have better ways to occupy your time. Most often, you will end up helping the customer anyway. In this case, the statement "If you can't say anything good, don't say anything at all pertains.

There are several factors that often stand between you and the customer. These factors often complicate the customer's problem and your effort to provide a solution. You must be able to analyze the customer in order to serve them. The customer who is emotionally upset may have difficulty in stating a problem accurately or completely. Significant information maybe omitted; opinion may have been confused with fact; or there may be a feeling that the information you want is too personal. Usually, it will help to first determine the cause of the customer's emotional upset and sort it out. Ask the customer some leading questions to find out the cause of the problem. A customer who is allowed to "blow off steam" (within reason) may then become apologetic and ready to accept the help. A calm, confident manner is the best approach. When you do not respond with anger or rudeness to a customer's emotional outburst, you have taken the first step toward solving the customer's problem, whatever its nature.

Frequently, a customer's problem will be stated in terms of results desired. It is then up to you to identify the nature or cause of the problem and provide a satisfactory solution. You must be familiar with all areas of your rating in order to identify specific problems. You must also know where to look to find the answers. You should keep the contact as impersonal as possible and concentrate on the problem.

## Common Errors

There are times when you will make mistakes at the contact point while handling a customer's needs. These mistakes are normally a result of your negative attitude toward the customer, the customer's problem, the Navy, or your job. This section describes these mistakes.

Leaping to a conclusion means that, in your opinion, you already have enough facts upon which to base a judgement. As a result, you may ignore additional information provided by the customer. This tendency is often caused by a lack of concern for the customer and the desire to end the contact as quickly as possible. This may also occur because you have a better knowledge of the supply field than your customer. You may assume that you know the customer's needs before they are completely expressed. Jumping to conclusions often leads to misunderstandings. As a result, you may not provide correct service to the customer.

Negative personal reactions may also occur towards the customer. You may exhibit adverse reactions to the person as a result of his/her appearance, speech, or attitude. Because of these reactions, you may be unable to provide the quality service that the customer needs or deserves. Attitude is probably the easiest cause of adverse reaction to identify. When the customer is overbearing, cynical, or a smart aleck, it is difficult to maintain a professional manner. But you have to be professional to overcome the negative attitude and provide the needed service. Personal reactions may be mild and caused by unconcern or lack of interest, but can be deadly to customer satisfaction. Everyone possesses a feeling of self-worth. If you deny this worth by showing a lack of concern or interest, the customer may show the same attitudes toward the department and supply personnel as a defense. Your attitude toward the customer must not be influenced by opinions formed as a result of the customer's previous acts or attitudes.

Stereotyping is forming a standardized, oversimplified mental picture of members of a group. A fixed or general pattern is attributed to all members of the group, disregarding individual, distinguishing qualities or characteristics. This implies that the person is no different from anybody else in the same group or category. This in itself is bad enough. But it is even more offensive when the person is placed in a category that you regard as "inferior," and then reflect this opinion by your attitude.

Language barriers result in unsatisfactory service to the customer. In a previous section of this chapter, we described the meaning of communication. It involves a

sender and a receiver and a message that is understood by both. The interference (lack of understanding or distraction) that garbles the message becomes a barrier between the sender and receiver. In this case, the receiver should ask for a repeat or explanation. Misunderstood information may be worse than no information. It can result in disappointment, frustration, missed opportunities, or improper actions by the receiver. Following are some causes of interference that the AK should know:

- The customer was vague about the particulars of the problem.
- The AK used unfamiliar terms, acronyms, or slang.
- Because the AK understood the subject so well, it was not explained as thoroughly as it should have been.
- The AKs attitude inferred that the customer and the problem are not important.
- Other problems were bothering the customer.
- The customer felt rushed.
- The customer lacked the confidence in the AKs ability to provide correct information.

Since you serve as the single point of contact to provide aviation supply support and services, the customers have no other place to go for answers. You should ensure that the customer understands the message. Language barriers also exist with the contact point representative. Wherever the barriers exist, you should make a conscious effort to eliminate them or to compensate for them. To compensate, you should speak slowly and give listener time to follow and interpret what was said or to ask questions. There are several types of language barriers that interfere with communications. Some are cultural, some are physical, some are habit, and some are intended to confuse. Cultural and physical barriers are the most difficult for the speaker to overcome. Individuals for whom English is a second language often have difficulty with pronunciation, meaning, and sentence structure. Speech impediments also cause misunderstandings. Some speech habits that interfere with understanding are slurred pronunciation, running words together, speaking too fast, exaggerated drawl or brogue, and profanity. When a customer with one of these speech defects

comes for service, concentrate on WHAT is being said—not HOW it is said. This will reduce distractions to a minimum.

The inability to differentiate between routine and priority will keep you from fulfilling responsibilities to customers. Routines or procedures will enable you to do jobs easier, faster, and more accurately. Thus, they are the methods used to achieve the contact point goal—service to customers. If routines are allowed to become the goals, the effectiveness of the contact point will suffer. In the AK billet, routines are to serve people, not people to serve routines.

### **Satisfying Customer Needs**

As previously discussed, a customer's needs can be satisfied either by you or through referral to other units that perform the job required by the customer. In large activities where specialization is implemented, it is difficult for the customer to find the right desk or office. When you refer a customer to another location, be courteous. Always give good directions or take the customer to the area, if possible. If additional action will have to be taken later, you and the customer should agree on who will initiate the future action. The customer should have no doubts about WHAT must be done, WHEN it should be done, and WHO is to get it started. It may help to repeat basic information just before the customer leaves.

Answering questions requires a sizeable amount of patience. Some of the questions are repeats by the same customer or another customer. In all cases, questions deserves the courtesy of an answer.

You must provide correct and up-to-date information to the customers. People obtain information from many sources. Even when they have heard and interpreted it correctly, it may not be correct. This incorrect information is usually revealed through conversation with the customer. Regardless of where this incorrect information was obtained, you should correct it.

The filing system and record keeping help provide good customer service. You use them as a proof for material delivery, signature of the person that accepted the material or service, history of events, and so on.

When good customer service is provided, the PROBLEM that was countered by a solution becomes a TEMPORARY SITUATION.